



August 9, 2011

**VIA ECFS**

Ms. Marlene H. Dortch  
Office of the Secretary Federal Communications Commission  
445 12th Street, S.W., Suite TW-A325  
Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech to Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:

In accordance with the Commission's Public Notice (DA 11-1075) Reminder of Obligation to Report Contact Information and Substantive Changes in TRS Programs, dated June 20, 2011, Snap Telecommunications, Inc. (Snap!VRS) hereby provides the requested particulars on substantive changes.

Pursuant to 47 C.F.R. §64.606(f)(2), certified providers of VRS and other forms of relay must notify the Commission of any substantive changes in their TRS programs, services and features within 60 days of when they occur, and must certify that they continue to meet federal minimum standards after implementation of the substantive change.

Snap!VRS has carried out the following changes:

- May 26, 2011 – Issued advisory notifying Viable VRS customers that Snap!VRS would be terminating its business relationship with Viable, and that Viable VRS customers would need to elect to either: a) remain with Snap!VRS as their default service provider, in which case Snap!VRS would continue to support their VPAD, VPAD+ devices and Viable Vision softphones, or b) opt out, discontinue usage of Viable devices and Snap!VRS services and port their ten digit telephone number to another certified provider.
- June 27 and July 11, 2011 – Issued additional advisories to Viable VRS customers on their right to opt out, as described above.
- August 1, 2011 – Issued final advisory to Viable VRS customers who elected to opt out, providing notification that Snap!VRS was no longer their default provider and that Snap!VRS would no longer provide support for their Viable devices.

Snap!VRS certifies that the above changes do not impact its compliance with federally established minimum standards for video relay services.

Please feel free to contact me with any questions regarding the above.

Sincerely,

/s/

Nancy J. Bloch  
Chief Regulatory Liaison and Advisor  
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cc: Thomas W. Kielty, President and Chief Executive Officer  
Steph Buell, Chief Compliance Officer